

# Job Description and Person Specification

Role: Senior Business Compliance Enforcement Officer



## Job Description

<b>Job Title</b>	Senior Business Compliance Enforcement Officer
<b>Grade</b>	6
<b>Service</b>	Regulatory Services – Licensing & Business Compliance
<b>Reports to</b>	Principal Trading Standards Officer
<b>Location</b>	City Centre
<b>Job Evaluation Code</b>	C6068D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

Under the general direction of the Principal Trading Standards Officer:

- Deliver a high-quality Business Compliance service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
- Enforce all relevant legislation administered by the section.

## Main Duties & Key Accountabilities

### Core Knowledge

- Monitor trading activities over a wide range of legislation by visiting premises, taking samples, examining and testing goods and services and examining trade practices.
- Investigate an extensive range of infringements of the law, taking appropriate enforcement action including preparing written reports and briefing notes on findings for Senior Officers and Elected Members, liaising with Legal Services, and attend Court as required to give evidence and report back on the outcome.
- Undertake the investigation of complaints and inspections of premises, including joint inspections with other agencies to ensure compliance with legislation as required ensuring all relevant legislation is being complied with.
- Mentor and support Business Compliance Enforcement Officers to assist in the performance of specific task and to advise/assist other members of staff where appropriate or where the post holder has specialist expertise.
- Liaise with a wide range of internal and external stakeholders in the investigation of complaints and infringements of Trading Standards law.
- Provide first line contact, offer appropriate assistance, advice and support for members of the public and businesses, including outside agencies, Elected Members, Senior Officers and other Council Departments, making telephone enquiries or calling in person, and provide professional and legally correct advice and information.
- Keep up to date with legislation changed, update the division on technical knowledge and trends, and give talks and lectures on aspects of the service as required.
- Maintain departmental testing and inspection equipment.
- Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
- Interview alleged offenders and witnesses under PACE as required.
- Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction from the service provider.
- Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External:</b>  West Midlands Police; National Trading Standards (NTS); Animal and Plant Health Agency (APHA); CeNTSA; HMRC; Fire Service	<b>Internal:</b>  All Internal Departments
---	--

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

<b>Staff managed by postholder:</b> N/A
---

## Person specification

<b>Job Evaluation Code</b>	C6069D
<b>Knowledge</b>	
Knowledge and understanding of legislation and Codes of Practice in relation to Trading Standards and Consumer Protection and any associated regulations and policy relevant to the service area including enforcement.	
Knowledge of customer care and the principles of equal opportunities in providing a business compliance function.	
Knowledge and understanding of investigative techniques and sampling procedures.	
<b>Skills and Abilities</b>	
Effective written and verbal communication.	
Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.	
Investigation and inspection techniques.	
Assertiveness with the ability to take appropriate enforcement action and ability to cope with conflict situations.	
Ability to communicate confidently and effectively with a wide range of people and establish sound working relationships with businesses, the public, internal and external stakeholders, Elected Members, senior managers and colleagues.	
Ability to receive and record information accurately and write reports, including prosecution reports in a way that is concise and easily understood.	
Organisational skills with the ability to follow process and procedures.	
Accurate and methodical approach to work.	
Able to visit premises, examine, test and sample goods and examine procedures.	
Be proficient in the use of IT packages	
<b>Experience</b>	
Prioritisation of workloads and meeting deadlines	
Experience of working with customers	
Experience of carrying out investigative work in an enforcement environment.	
Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.	
Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook.	
<b>Qualifications</b>	
Diploma in Consumer Affairs (including the Food and Agriculture Standards paper), or Certificate of Competence in Food or Level 6 Apprenticeship – Trading Standards Practitioner	

**Special Requirements**

May be required to work outside office hours

May be required to travel in the course of duties

Willingness to undertake any necessary formal training

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

**Date Created**

July 2023

**Date Reviewed**

July 2023